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Nationality

Italian

Marital Status

Married without children

Date of Birth

16/01/1968

Profile

- European trained with over 20 years of experience in the Hospitality industry across Europe, Africa and the Middle East
- Proven ability to direct complex projects from concept to fully operational stage
- Results-oriented and dedicated business professional with strong leadership capabilities
- Organised, highly motivated, and profit driven
- Proven ability to work in unison with multi-ethnic staff and management alike
- Qualified trainer and developer

Career highlights

- Languages: Italian – native; English – proficient; French – conversational
- Pre-opening, opening & post-opening experience
- Michelin stars (2) experience
- Formulated, wrote, and implemented service manuals in numerous properties
- Formulated, wrote, and implemented training profiles ranging from communication skills to service techniques, from personal and professional hygiene to sales techniques
- Successfully set up “Train the trainer” programmes
- Created new concepts of menus for BQT, which are still successfully in operation
- Increased revenue of up to 25% reducing overall costs of over 10% in some properties
- Designed service development plans and conducted operation assessments.
- Multi-unit experience.
- East Africa’s Best General Managers (Hospitality) Award conferred by CMO in 2019

Education/Training

- Cornell University, 2010 – 2012
 - High Performance Leadership
 - Change Leadership
 - Managing for Execution
 - Planning for Profits for Hotels Programme
- Syscoms College, 2009, Abu Dhabi, U.A.E. – Essential Food Safety Training
- Starwood trainings:
 - Six Sigma system
 - IGS
 - MICROS System,
 - Fidelio
 - General Management Skills,
 - Core Competencies Training,
 - Guest Satisfaction System
- Halkin Small Luxurious Hotels In The World London (UK), 1991 – 1994
One Year Wine Training course,
- Hotel and Tourism College, Formia LT (Italy), 1982 – 1987.
 - Tour Operator Diploma

Professional Experience:

EKA HOTEL, PART OF THE MANRIK GROUP, KENYA – December 2019 – November 2021

General Manager

In charge of the overall hotel (204 staff strong).

Directly responsible for six key performance indicators (guest satisfaction, employees, sales/marketing, property appearance/upkeep, and profit/financial control, development of Policies and SOPs to be exported to the other units within the group).

Main responsibilities:

- In charge of the overall financial aspects of the operation with particular focus on: Maximising revenues and flow through to GOP
- Preparation of property budget and forecasts.
- Revisit purchasing processes to ensure correct cycle of approval and purchases made are within budget, by approved vendors.
- Ensure efficiency is optimized to maximize unit profits
- Provide effective leadership to the hotel management team and team members to ensure targets are met and exceeded
- Managing, coordinating, and implementing all sales activities of the property including setting goals, completing competition surveys, and compiling reports.
- Identifying potential business opportunities.
- Motivating and directing employees, this was particularly needed during the COVID-19 crisis.
- Produce policies and procedures as per unit and group needs.
- Manage key property issues including capital projects and refurbishment
- Manage the unit needs during the COVID-19 crisis

Main achievements:

- Revisited the Procurement process and streamlined to reduce approval timings while enhancing the controls, this resulted in less frustration in operation, better controls in finance and eventually sizable savings.
- Revisited the internal org chart resulting in increased efficiency and more effective internal communication
- Revisited the appraisal system introducing well defined mutually agreed measurable targets monitored by a newly designed balance score card.
- Introduced outsourcing in some departments resulting in lower labour liabilities and costs savings of up to 25%.
- During the COVID-19 crisis, in agreement with the board, I have put in place the following:
 - 1) Avoided to be forced to become a quarantined hotel mainly to protect the hotel image
 - 2) Temporarily closed the property as part of the cost saving measures and to ensure compliance with WHO and government guidelines were correctly and safely implemented
 - 3) Kept a media presence as well as more personalised interaction with the market by keeping communication channels opened and updated
 - 4) Liaised with governmental institution to contribute to the formulation of the new requirements concerning health and safety
 - 5) Liaised with governmental offices to ensure our property was among the first allowed to resume service, in fact we reopened the facilities after only 6 weeks from the closing date.
 - 6) Reduced drastically the running costs of operation
 - 7) Reduced of nearly 80% the payroll cost
 - 8) Redesigned the guest journey from the reservation stage to the post check out experience
 - 9) Produced new SOPs, collaterals, service design to accommodate the new guest journey
 - 10) Suggested long term solutions to make the property and the organization more flexible and cost effective in view of the expected business volume and needs for the upcoming 3/5 years

SAROVA STANLEY HOTEL, KENYA – June 2014 – December 2019

General Manager

In charge of the overall hotel (340 staff strong initially, reduced to 290 within one year while maintaining quality and standards).

Directly responsible for our five key performance indicators (guest satisfaction, employees, sales/marketing, property appearance/upkeep, and profit/financial controls).

Main responsibilities:

- In charge of the overall financial aspects of the operation with particular focus on:
Maximizing revenues and flow through to GOP
Preparation of property budget and forecasts.
Managing financial activities. Reconcile all financial accounts.
Ensures purchases made are within budget and by approved vendors.
Ensure efficiency is optimized to maximise unit profits
- Provide effective leadership to the hotel management team and team members to ensure targets are met and exceeded
- Managing, coordinating and implementing all sales activities of the property including setting goals, completing competitive surveys and compiling reports.
- Identifying potential business opportunities.
- Maintaining relationships with local companies as well as overseas partners (PHR)
- Ensures that all guest related issues are resolved and aim at 100% guest satisfaction
- Motivating and directing employees.
- Produce policies and procedures as per needs.
- Ensure that the Heritage aspect of the property is kept and whenever possible enhanced.
- Manage key property issues including capital projects and refurbishment
- Conducting training across the group including Head Office
- Streamline Human Resources processes ensuring talent retention as well as local regulations compliance

Main achievements:

- Achieved a GOP increase of 30% versus previous year vis a vis to the revenue.
- Increased guest satisfaction (measured via TripAdvisor and internal guest satisfaction monitoring program rating/scores)
- Achieved rank 3 over 169 properties in TripAdvisor (from n.19) and then stabilized on the top 10 without interruptions since
- Achieved a Guest satisfaction index 5% above the company average
- Successfully reorganised the Management structure
- Initiated, promoted and facilitated centralization of Sales and Purchasing across the group. Currently pushing to centralize other services such as laundry and outside catering.
- Restructured the sales incentive program which was eventually exported to the group
- Developed new F&B concepts (Festivals, Chef on Wheels, Chef's Table)
- Identified and rectified several accounting loopholes and frauds across stores, purchasing, receiving and FB cost control
- Sensibly increased staff satisfaction and initiated online staff satisfaction surveys
- Piloted several programs which were eventually exported at group level (Restructured stock taking processes, meeting structures, daily reporting structures, Authority levels matrix and controls, purchasing/receiving flow, Security procedures, GM's table for staff, recognition programs, CSR programs)
- Initiated Heritage Tour
- Converted 3 rooms in what is currently the best hotel lounge in town and redeveloped the service design accordingly.

HILTON KUWAIT RESORT, KUWAIT – June 2011 – to March 2014

Director of Operations

In charge of the overall operation of the property (250 staff strong) including Front Office, F&B, BQT, HK, Engineering, IT, Security, Purchasing, SPA & Recreation, reporting to the General Manager and deputising for the GM in his absence)

Main responsibilities:

- Directing and organising the operation of the hotel,
- Work in conjunction with the General Manager to actively manage key property issues including capital projects, customer service, refurbishment
- Assist in the development and achievement of the hotel business plan as well as of other short/long term hotel strategic goals.
- Provide effective leadership to the hotel management team and team members to ensure targets are met and exceeded
- Plan, direct and coordinate the service delivery of all operational departments
- Ensure compliance of hotel and company Service Standards
- Ensure costs are controlled throughout the operational departments
- Manage and develop the Operation Heads of Department
- Implementation of effective control of inventories and labour costs.

Main achievements:

- Actively contributed to achieving yearly revenue of above 40 million USD
- Achieved a departmental profitability of 90.5% in Room division and of 60% in FB during 2012
- Actively contributed to exceeding the TGOP (100.6%)
- Achieved 98.74% in the Company's Quality Assurance programme
- Achieved n. 1 position in TripAdvisor (from n.11) and kept the 1st/2nd position without interruptions since
- Achieved a Guest satisfaction index in overall service of 8.8% above the company average (ranked 58th out of 266 hotels)
- Successfully restructured the F&B Management structure
- Developed new F&B menus which allowed us to be 12th out of 266 hotels in Guest satisfaction index for the availability of healthy menu choices
- Contributed to reduce food cost of 2.5% versus plan
- Contributed to achieving 91% in the staff satisfaction KPI

AL RAHA BEACH HOTEL, Abu Dhabi, U.A.E. – March 2009 – April 2011

Director of Food & Beverage (Department Head and member of Executive Committee)

In charge of the overall Food & Beverage department (175 staff strong) including banqueting and outside catering, reporting to the General Manager.

Main responsibilities:

- Initiating a new outside catering operation,
- Developing new outlet concepts for the upcoming hotel extension with 5 new F&B outlets,
- Planning, organising and executing the operation during the hotel refurbishment and the construction of the new wing;
- Directing and organising the F&B operation,
- Maintaining and improving standards and service;
- Maximising profits,
- Selecting, hiring, training and developing team members,
- Oversight of departmental administration,
- Implementation of effective control of inventories and labour costs.

Main achievements:

- Restructured the department resulting in a reduced manning of 25% in the first year of operation still achieving the budgeted revenue and having a departmental profit of 44% versus a budget of 40%.
- Departmental revenue contribution to the hotel was brought from 40% to 45% in 2009 and from 45% to 50% in 2010.
- Finalist of "F&B Manager of the year" in Gourmet Abu Dhabi 2011 Awards.

SHERATON WARSAW, Poland – January 2008 – November 2008

Director of Food & Beverage (Department Head and member of the Executive Committee)

In charge of the overall Food & Beverage department (175 staff strong) including banqueting and outside catering, reporting to the Resident Manager.

Main responsibilities:

- Directing and organising the F&B operation,
- Maintaining and improving standards and service;
- Maximising profits,
- Selecting, hiring, training and developing team members,
- Oversight of departmental administration,
- Implementation of effective control of inventories and labour costs.

Main achievements:

- The hotel reached the top 3 hotels for flow through mainly thanks to the FB dept.
- Reduced the food cost from peaks of 36% to an average below 31% while the Beverage cost was reduced from 18% to 15%

HILTON KHARTOUM & HILTON PORT SUDAN, Sudan – June 2006 – January 2008

Country Director of Food & Beverage (Department Head and member of the Executive Committee)

In charge of the overall Food & Beverage department of 2 hotels (250 staff in total) including banqueting and outside catering, reporting directly to the Country General Manager.

Main responsibilities:

- Re-organising and running the operation,
- Introducing new activities and concepts,
- Planning for an upcoming refurbishment
- Handover of the properties to a different operator.

Main achievements:

- With a lower overall BQT (refurbishment), the same revenue as LY was achieved,
- Reducing the food cost from 34% to 31% and the Beverage cost was reduced from 13% to 11%.

CROWNE PLAZA AMRA, Amman, Jordan – February 2005 – March 2006

Director of Food & Beverage (Department Head and member of the Executive Committee)

In charge of the overall Food & Beverage department (150 strong) including banqueting and outside catering, reporting directly to the General Manager.

Main responsibilities:

- Planning, organising the refurbishment of the F&B areas of the hotel,
- Re-opening of a sport bar (former disco),
- Running the operation,
- Introducing new activities and concepts,
- Performing Executive Manager duties on a regular basis,
- Organising and supervising live entertainment activities,

Main achievements:

- In the first 6 month of duty at the Crowne Plaza, the F&B Dept. increased the revenue of 25% reducing the food cost from 35% to 29% and the Beverage cost was reduced from 26% to 18%.
- Created new concepts of menus for BQT, which are still successfully in operation; set up "Train the trainer" programme with success

SHELDON PARK HOTEL, Dublin, Ireland – February 2002 – December 2004

Operations Manager

In charge of the overall running of the hotel as this property had no General Manager during those 2 years.

Main responsibilities:

- Planning, organising, and running the overall hotel operation
- Introducing new activities and concepts.

Main achievements:

- During my time at the hotel the position of General Manager has not been filled, as I have been successfully performing all the GM-related duties.

SHERATON OMAN, Muscat, Oman – December 2000 – December 2001

Food & Beverage Manager

Department head in charge of the overall Food & Beverage department (120 strong) including banqueting and outside catering, in a multi-unit environment, reporting directly to the General Manager.

Main responsibilities:

- Planning, organising, running the operation,
- Introducing new activities and concepts,
- Organising and supervising live entertainment activities;
- Formulated, wrote and implemented service manuals as well as training profiles;

Main achievements:

- Successfully set up "Train the trainer" programme.

SHERATON LUXURY COLLECTION, Addis Ababa, Ethiopia – September 1997 – October 2000
(starting from Maitre d' within 3 years reached F&B Assistant Manager)

Food & Beverage Assistant Manager (1 year)

In charge of 125 strong service team plus 45 in the Stewarding Department.

Main responsibilities:

- Training, implementation of international hygiene standards,
- Management of Room Service, 5 Restaurants, Stewarding Department, the 7 bars,
- Performing Duty Manger duties on a regular basis
- Organisation of events for up to 5500 guests;
- Designed service development plans and conducted operation assessments;
- Formulated, wrote and implemented service manuals as well as training profiles ranging from communication skills to service techniques, from personal and professional hygiene to sales techniques,
- Set up "Train the trainer" programme with success.

Restaurants Manager (1 year)

In charge of: "Les Arcades" French Gourmet restaurant, "Shaeen" Indian restaurant, "Stagioni" Italian restaurant, "Summerfield" All Day Dining restaurant, for a total of over 400 seats and 45 staff.

Main responsibilities:

- Training,

- Running the Food & Beverage Operations,
- Overall responsibility for new menus and promotions.

Maitre d` (10 months)

In Charge of: Staff training and setting up of Pre and Post Opening Food & Beverage Operations

Main responsibilities:

- Pre-opening and opening of the first Sheraton Luxury Collection hotel in Africa, with 295 rooms, 26.000 sq. ft. banqueting capacity, 8 meeting rooms, 2 executive boardrooms, outside catering, 7 restaurants, 7 bars, 1 night club, Training.

TOTO'S RESTAURANT, London, UK – 1995 – 1997

Assistant Manager

In charge of: The smooth running of this busy Italian gourmet restaurant with 85 seats and 14 staff

Main responsibilities:

- On the job training,
- Staff administration,
- Guest relations,
- Implementation of new menus and marketing promotions.

BICE (BICE GROUP), London, UK – 1994 – 1995

Head Waiter

In charge of: The operation of a busy Italian restaurant in the heart of London with 120 seats and 11 staff

Main responsibilities:

- Implementation of service standards,
- Beverage controller,
- Staff administration,
- Guest relations.

HALKIN, London, UK – 1991 – 1994

Room Service Supervisor

Small Luxurious Hotels In The World.

In charge of: The smooth operation of the Room Service Department in this exclusive 5 star deluxe 45 rooms hotel

Main responsibilities:

- On the job training,
- Administration of the 7 staff strong team,
- Guest relations

Chef The Rang

In charge of: The service in a section of this 2 Michelin stars restaurant opened by Gualtiero Marchesi

Main responsibilities included: Service and Guest relations.